



February 27, 2015

To: Executive Board

Subject: **Coach Operator Audit Results**

Recommendation

Receive and file the results of the Coach Operator Audits conducted in December of 2014.

Background

Coach operator performance audits were conducted during the period of December 14, 2014 through December 17, 2014, and December 26, 2014 to monitor the performance of the on street service delivery provided by Foothill Transit's operations contractors. The performance checks are conducted by Summit Security Services, a professional corporation that performs transit service audits. These performance checks evaluate fare collection, customer relations, and safety.

In order to ensure maximum coverage of Foothill Transit's operational area the audits are conducted at random. Auditors from Summit Security utilize Foothill Transit service as anonymous riders. When the auditor first boards, they will challenge the driver by depositing the incorrect fare or by attempting to use an invalid transfer or pass. If the driver challenges the fare the auditor will then deposit the correct fare, if not, the occurrence is reported as a fare violation. Once onboard the bus, the auditor will then monitor the coach operator's performance in terms of customer relations and safety.

The chart below summarizes the results of the December 2014 audits for each operating facility.

Table 1 shows the trend of the Coach Operator Audits for Foothill Transit's Arcadia facility.

Table 2 shows the trend of the Coach Operator Audits for Foothill Transit's Pomona facility.



Arcadia Summary

	MAY 2014	AVERAGE VIOLATIONS PER TRIP	SEP 2014	AVERAGE VIOLATIONS PER TRIP	DEC 2014	AVERAGE VIOLATIONS PER TRIP
TOTAL AUDITS CONDUCTED	106	N/A	104	N/A	108	N/A
FARE VIOLATIONS	20	0.19	25	0.24	4	0.03
CUSTOMER RELATIONS VIOLATIONS	45	0.42	45	0.43	58	0.53
SAFETY VIOLATIONS	6	0.06	1	0.01	6	0.05
TOTAL VIOLATIONS	71	0.67	71	0.68	68	0.62

Pomona Summary

	MAY 2014	AVERAGE VIOLATIONS PER TRIP	SEP 2014	AVERAGE VIOLATIONS PER TRIP	DEC 2014	AVERAGE VIOLATIONS PER TRIP
TOTAL AUDITS CONDUCTED	89	N/A	73	N/A	68	N/A
FARE VIOLATIONS	10	0.11	7	0.09	1	0.01
CUSTOMER RELATIONS VIOLATIONS	71	0.80	56	0.76	31	0.45
SAFETY VIOLATIONS	7	0.08	6	0.08	2	0.02
TOTAL VIOLATIONS	88	0.99	69	0.94	34	0.50

The December 2014 audit numbers show a significant decrease in the Fare Violations category for the Arcadia facility however, there was an increase in the Customer Service Violations category, and an increase in the Safety Violations category since the last audit. Note too that we underwent a contractor transition at the Arcadia location in October 2014.

The Pomona facility had a significant decrease in Customer Service Violations since the last audit. This improvement can be attributed to the decrease in Schedule Adherence and Scrolling Sign violations.

The majority of the December 2014 violations fell within the following categories:

- Failed to Maintain Schedule – 30 incidents
- Scrolling Sign Display Off or Malfunctioning – 19 incidents



- Name Plate not Displayed - 23 incidents

These items are being addressed directly with both contractors' staff.

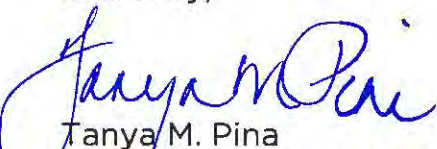
Results of the Coach Operator Audit provide Foothill Transit with a tool to monitor and evaluate the performance of operators delivering service. In an effort to maintain quality, Foothill Transit's management team reviews the results regularly with the Assistant General Managers and Operations Managers of both operating facilities to receive insight as well as action plans for the areas that need attention.

The administrative team continues to work with both operations contractors to maintain and ensure Foothill Transit's high service standards for safety, courtesy, and on-time performance. The coach operator performance audits will continue to be conducted on a quarterly basis in order to measure and document progress in maintaining and improving performance.

Budget Impact

Funding for the coach operator audits is included in Foothill Transit's FY 2015 Business Plan.

Sincerely,



Tanya M. Pina
Operations Contract Manager



Doran J. Barnes
Executive Director